

California Area Agency on Aging (AAA) Best Practices: Disaster Preparedness

PSA 6 San Francisco

Overall Emergency Plan:

The AAA's Emergency Operations Plan is an excellent example for other AAAs. The AAA continues to refine its plan and will be working on developing a recognized form of identification for its home delivered meal drivers. Some components of their plan are as follows:

- Defined Roles and Responsibilities;
- Procedures to ensure uninterrupted services (especially nutrition) in the event of an emergency;
- Site Disaster Assessment Forms;
- Identifying an alternative site to conduct work in the event the main office is not accessible;
- A session on Disaster Preparedness conducted at a Senior Survival School, and
- An Emergency Plan Template for contractors.

PSA 8 San Mateo

Disaster Registry for Vulnerable and At-Risk Clients:

The agency maintains and updates a client disaster emergency contact list. In the event of a disaster or severe weather conditions, staff will identify and contact clients who are considered vulnerable and at-risk in order to assess their need for assistance. The following three categories of Disaster Preparedness Codes are used:

- **Degree of Contact Need** (Critical-Lives Alone, Critical-Lives With Others, Moderate, and Contact By Emergency Staff Not Needed)
- **Predominate Special Impairment** (Hearing, Visual, Confined to Bed, Wheelchair User, Mental Disability, or No Special Impairment)
- **Predominant Life Support Supply Need** (Respirator, Oxygen, Insulin, Life Support, Dialysis, Bowel and Bladder, Nasal/Gastrointestinal Tubes, Suctioning, Other Medical Device/Equipment, or No Life Support Supply Required)

PSA 3 Butte, Plumas, Tehama, Glenn, & Colusa

Disaster Preparedness and Registration Packet:

The A3AA in concert with the Butte County Elder Services distributes a Special Needs Awareness Program (SNAP) Packet to seniors. The packet is designed to assist seniors with disaster preparedness. The packet contains the following:

- Information on how to Shelter In Place for 72 Hours;
- Emergency Preparedness Checklist;
- Information on how to prepare a Family Disaster Supplies Kit;
- A form for the senior to complete that includes name, address, telephone number, medical history, medications, Advanced Directives, Doctor's name and telephone number, whom to notify in case of an emergency, and other emergency information and

instructions;

- A card that can be placed in the senior's window during a disaster to notify emergency responders that assistance is needed;
- A postcard seniors can send to local emergency officials to notify of changes in address, telephone number, etc., and
- A laminated card with local agency names, telephone numbers, and a description of services provided.

PSA 25 Los Angeles City

Building Effective and Comprehensive Community Systems of Service:

The DOA has successfully developed programs with its partners in the area of disaster preparedness. This partnership includes city and county fire and law enforcement agencies, Secure Horizons, the Department of Mental Health, and Los Angeles County. One collaborative effort has developed, distributed, and provided education pertaining to a "File of Life." This file is distributed to seniors and contains documents to record medication information, medical problems, and emergency contact information. The DOA has also worked with the mayor's office, local emergency officials, and first responders to develop a disaster plan with defined roles and responsibilities.

PSA 28 Napa & Solano

Emergency Action Plan:

The agency has developed a plan to assist the elderly, handicapped, and their caregivers in the event of an emergency or disaster. The plan includes the following components:

- Coordination with the local Offices of Emergency Services;
- How the two I&A programs will provide assistance;
- AAA Administrative Office is designated as the Disaster Control Center for the purpose of coordinating with State and federal authorities as well as local providers;
- On-site emergency supplies;
- Maintaining service continuity;
- Roles and Responsibilities for staff ;
- Disaster Impact Assessment within 24 hours of a disaster to collect information on they type, scope, and location of needed assistance. A major focus is to determine the extent of the impact of the disaster upon elderly, handicapped, caregivers, those in congregate housing, nursing homes, residential facilities, mobile home parks, senior housing, independent living centers, and other locations where seniors maybe living;
- Contact checklists;
- Developing and distributing status reports;
- Ensuring service providers have emergency plans;
- Recovery services that will advocate for clients and help them with applications for assistance, and
- Tracking disaster assistance services available and sharing them with staff and the public.

PSA 4 Sacramento

Provider Requirements:

The AAA is requiring its providers and or parent agencies to have a written emergency plan that includes coordination with their local emergency response system. The providers must identify disaster coordinators and alternates and provide contact information to the AAA. The AAA has a good system for maintaining and periodically verifying the provider contact information.

PSA 2 Shasta, Lassen, Modoc, Siskiyou, & Trinity

RFP, Training, Identification of At Risk Seniors, and Contingency Planning:

The AAA Request for Proposal Language for contracted providers to have emergency operations plans and the AAA's work with providers to develop lists of at risk seniors that may require special attention during emergencies is a best practice. The City of Yreka's Senior Program contingencies for maintaining C-1 and C-2 Nutrition programs and senior transportation services is well thought-out.

PSA 5 Marin

Disaster Preparedness: Coordination, Service Provider Training, Working with the Local Office of Emergency Services, and Volunteer Registry:

The AAA has several notable practices in the area of disaster preparedness. Ms. McGorty represents the department as a special needs advocate for disaster preparedness that works with the local office of emergency services. In this role, she is working on coordinating first responders, transportation resources, and shelter resources. Coordination has occurred with the Red Cross and training was provided to service providers on how to develop their own preparedness plans. The Marguerita C. Johnson Senior Center is piloting a volunteer registry that prioritizes the need of frail and vulnerable people for use in the event of a disaster.

PSA 23 San Diego

Routing of Calls after an Emergency:

The AAA has designed a call center with the capability of routing calls to a different location in the event of a disaster or the main call center becomes inaccessible.